

Michael Long

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EXPERIENCE

User Research International, Redmond, WA *UX Associate Researcher + Assistant PM*

January 2022 - Present

- Conduct mixed method usability and benchmark research sessions, focusing on market research for cutting edge AR/VR experiences and wearable technology.
- Analyze qualitative behavioral and attitudinal feedback, and support quantitative analysis. AI-supported analysis of large data sets.
- Communicates with internal and external stakeholders, including clients, engineers, designers, and leadership.
- Assists in training new moderators/assistant UX researchers.
- Ensures security and confidentiality of wearable prototypes.
- Coordinates a small team of researchers/moderators under the guidance of the team lead and manager.

Michael Long Studios, Seattle, WA *Owner*

October 2016 - January 2022

- Freelance user experience design for small startups and nonprofits, including usability testing, interviews, and ethnographic observations.
- Synthesize feedback to actionable items.

Astronics Custom Control Concepts, Kent, WA *UI/UX Designer I*

October 2018 - May 2021

- Design bespoke in-flight entertainment experiences (IFE) and cabin management systems (CMS) for twin-aisle private planes.
- Create wireframes, mockups, and functional prototypes in Axure and Adobe Illustrator. Present prototypes to internal systems and project engineering teams and end customer representatives.
- Implemented a new prototype process that cut creation time 50% and customer response time 60%.
- Qualitative research on the user experience. Requirements gathering and user research on new projects.
- Demonstrated and advocated for UI/UX concepts and processes with internal, non-design teams.

Skills

Affinity diagram
AI-supported analysis
Benchmarking
Ethnographic research
Interviews
Process Improvement
Product design
Prototyping
Usability testing
User research
Wireframing

Software

Adobe Illustrator
Adobe InDesign
Adobe XD
Axure RP
Confluence
Google Suite
Jira
MS Office

Programming

HTML 5, CSS
Python

Languages

English (native)
Japanese (N5)

EDUCATION

University of Washington, Seattle, WA **BS in Human Centered Design & Engineering**

Graduated March, 2018